

Daphne.Duke

249558
2012-177W/S

From: Jocelyn.Boyd
Sent: Wednesday, March 19, 2014 10:34 AM
To: Daphne.Duke; Deborah.Easterling
Cc: charles.terreni@terrenilaw.com; selliot@elliottlaw.us; Nelson, Jeff
Subject: FW: Tega Cay phone call response

From: Jolene [redacted] [et]
Sent: Tuesday, March 18, 2014 11:42 AM

Subject: Tega Cay phone call response

DHEC & PSC,

I am sure I am NOT the only person in Tega Cay that has written to you about this and this is NOT the only letter from me.

But you guys on the PSC & DHEC need to protect us from companies that are like this. WE NEED HELP in fighting a company that constantly disrupts our lives with dumping sewer in our lake, noise from HUGE PUMPER TRUCKS night and day, equipment that they swear is going to cure the problems (and DOESN'T) and also puts out false information that could endanger the health of all of us who have to use their water!

How many times are YOU going to allow this to go on?

When are you going to HEAR US!

This is an ongoing situation that YOU could help us solve.

WE have begged!

WE have pleaded!

Is there something that I don't understand?

If there is can I PLEASE have a hint?

For some reason (and I'm sure it's not just me) this company seems to just get OFF with a small slap of the wrist each time they make a HUGE mess!

If I had done anything close to what this company has done and continues doing to us for years I'd be in PRISON!

How many "Get out of JAIL" cards do they have?

Jolene Church

From: Whisonant, Stephen [mailto:redacted] [v]
Sent: Tuesday, March 18, 2014 11:10 AM
ToSubject: Tega Cay phone call response

To all those concerned,

DHEC has reviewed and investigated the erroneous robo-calls from Utilities Inc. regarding a "Lift boil water notice" to the residents of Tega Cay. Please refer to the message below from Rick Durham. If you have any questions feel free to contact me.

Dear Customers of Tega Cay Water Service,

Let me begin by assuring you that AT NO TIME in the past week has your health been at risk due to a water main break. The voice reach message that was sent on Friday, 3/14 announcing the repeal of a boil water advisory (BWA) was sent in error. There was NO system wide boil advisory in place and I want to apologize for the confusion and justifiable concern that has been generated.

A very limited BWA (sixteen residences) was in place earlier in the week due to a water main repair that only impacted those residences and the repeal notice for that repair had been sent on Wednesday to those residences.

That message was mistakenly sent to all customers on Friday. You should have instead received a notification that the "No Swimming" ban had been lifted.

Refresher training has been scheduled for the employee involved and we are implementing additional notification methods and 'fail safes' by mid-week that will be announced at the time they become operational.

Again, I am terribly sorry for this situation but want to assure you that your health was never at risk and that your water supply was safe.

Rick Durham

TCWS

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Stephen Whisonant